

From: Susan Mitchell [<mailto:smitchell@ncls.org>]
Sent: Friday, November 16, 2018 11:54 AM
To: John Noran <John.Noran@usac.org>
Cc: Inna Malashenok <Inna.Malashenok@usac.org>
Subject: URGENT: North Country Library System Project Deadline

Inna and John,
I'm the new director at the North Country Library System in Watertown, NY. I've been working with my colleague Jerry Schell to wrap up our fiber project. We've had some issues with the USAC reimbursement and I need to report the status to my board of trustees at our upcoming meeting. I was hoping you give me a status update? Here's an overview of our issue:

In June of 2016, North Country Library System (NCLS) applied to USAC for funding to assist with non-recurring construction costs and monthly recurring charges for fiber connections to 38 libraries and NCLS.

The application and funding was approved in March 2017. According to USAC rules, the deadline for completing construction was set for 6/30/17. NCLS applied for and was granted a one year extension due to the delay by USAC in approving the application, extending the service delivery deadline to 6/30/18.

Again according to USAC rules, the deadline for invoicing for services delivered is 120 days after the service delivery deadline. In this case that deadline would be 10/29/18. The service provider submitted invoices to USAC for payment in July, but they were denied as the USAC portal was never updated with the extended service delivery deadline and USAC stated they were submitted too late since they were working from the initial date – not the extension.

Jerry opened a customer service case with USAC in September, and ultimately the issue was assigned to Inna Malashenok. She agreed that the date in the system was incorrect, and that we would receive a revised funding commitment letter with the correct dates so the service provider's invoices could be processed.

We received the letter on 10/25/18, but the dates had not been corrected. Jerry immediately notified Inna and she said she would look into it further. We've contacted you both for an update and are concerned as we haven't heard anything.

We would appreciate any updates you can provide. Our NCLS board meeting is coming up and I was hoping we could get an update before we're all off for the Thanksgiving holiday.

Thank you!
Susan

Susan Mitchell, Director
North Country Library System
22072 County Route 190
Watertown, NY 13601
(315) 755-0659 X222
Fax: (315) 782-6883
Hours Mon-Fri 8:00-4:30